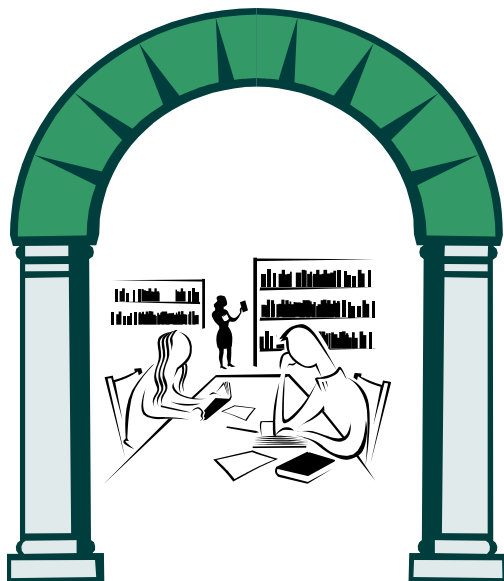


Human Resources Service Center East



MEDIATION ROOMS

- **ADR RESEARCH LIBRARY**
- **NETWORKING OPPORTUNITIES**
- **EDUCATIONAL OPPORTUNITIES**
- **VIDEOS**



*Human Resources Service Center East
Equal Employment Opportunity Office
5301 Robin Hood Road, Suite 130
Norfolk, VA 23513
Phone: (757) 396-7638
Fax: (757) 396-2499*

Mission Statement

To provide a State of the Art facility that offers mediation resources, ADR training, research capabilities, and mediation conference rooms for government agencies.

Alternative Dispute Resolution (ADR)

Alternative Dispute Resolution (ADR) provides individuals a means to resolve issues/concerns instead of using lengthy legal processes. ADR fosters open communication, creativity,

cooperation, and resolution of workplace conflicts. Emphasis is placed on parties working together to obtain an agreeable resolution.

Conflict Management Center (CMC)

The **CMC** is committed to providing a place that is available to all government agencies. The staff of the **CMC** is dedicated to providing an atmosphere where:

- Individuals can meet to resolve employee work-related issues/concerns.
- Open communication exists and individuals can present issues and conduct ADR sessions in a neutral place.
- Individuals can research ADR processes, case law and periodicals.
- Books and videos are available for review on the latest ADR information.

CMC Will:

- Insure rooms are available to conduct confidential mediation sessions.
- Coordinate ADR training for Navy certification.
- Upon request, provide ongoing ADR orientation, training, and symposiums.
- Provide rooms to preview mediation training videos.
- Provide information about other ADR programs.

Operating Hours

The **CMC's** hours of operation are from **0800 to 1600 Monday through Friday**. Hours may be extended to accommodate mediation sessions in progress.

Shared Neutrals

Neutrals can be provided to facilitate mediation sessions upon request.

Use of the CMC

The **CMC** is available to everyone, and appointments are not necessary to use the ADR library or conduct research at the center, but everyone will be required to sign-in. Materials cannot be removed from the center without the consent of the assistant on duty.

Who Can Reserve a Mediation Conference Room

Although the CMC is available to everyone, there is an order of priority for use of the mediation conference rooms. The order of priority is as follows:

- HRSC East
- HRSC East serviced Activities
- Any Navy activity
- Any Federal activity

How To Reserve a Mediation Conference Room

All mediation sessions must be scheduled through the HRSC East EEO Office. The telephone number is (757) 396-7638, 7862 or 7858. A **CMC** Mediation Scheduling sheet will be completed and kept on file. Cancellations must be made within 48 hours prior to the reservation date. Information needed to reserve a mediation conference room is as follows:

- Name of activity hosting the mediation.
- Name and telephone number of contact person.
- Date and time of proposed mediation.
- Number of days the conference room is needed.
- Approximate number of people attending the session.

Location of the CMC

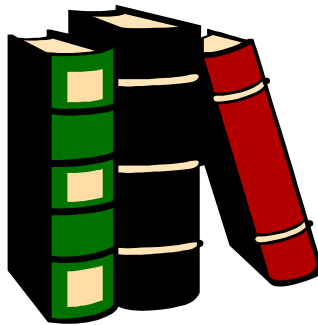
**5301 Robin Hood Rd.
Suite 130
Norfolk, VA 23513**

From Virginia Beach & Chesapeake. Take 264 West to I-64 and exit Military Highway. Turn left at the stop light on Robin Hood Road. Continue on Robin Hood Road crossing over Military Highway. Turn left on Walmer Ave. Make the first left into the parking lot. **The CONFLICT MANAGEMENT CENTER** is co-located in the HRSC East Training Center at the corner of Robin Hood Road and Walmer Ave.

From Portsmouth. Take the Downtown Tunnel and cross the Berkley Bridge. Stay in the right-hand lane toward I-264 East. Get in the far left lane and take I-64 West to the Military Highway exit. Turn left at the stop light on Robin Hood Road. Continue on Robin Hood Road crossing over Military Highway. Turn left on Walmer Ave. Make the first left into the parking lot. The **CONFLICT MANAGEMENT CENTER** is co-located in the HRSC East Training Center at the corner of Robin Hood Road and Walmer Ave.

From Peninsula or Naval Base. Take I-64 East through the Hampton Roads Bridge Tunnel. Take the Robin Hood Road exit and turn right at the stop light. Turn left on Walmer Ave. and make the first left into the parking lot. The **CONFLICT MANAGEMENT CENTER** is co-located in the HRSC East Training Center at the corner of Robin Hood Road and Walmer Ave.

“Conflict Management Center”



Additional CMC Information

Call

CMC Programs Manager
(757) 396-7638

CMC Staff

Director
(757) 396-7858

Administrative Assistant
(757) 396-7862

Mailing Address

**HUMAN RESOURCES SERVICE CENTER EAST
EQUAL EMPLOYMENT OPPORTUNITY OFFICE
NORFOLK NAVAL SHIPYARD, BUILDING 17
PORTSMOUTH, VA 23709-5000**